

**Abstract**

A method for operating a communication network (KN) in which a call center (CC) transmits data to a communication subscriber (TlnA), the call center comprising organization units (OE<sub>1</sub>,...,OE<sub>k</sub>,...,OE<sub>m</sub>) which are arranged with a topological distribution in the communication network and are connected to switching nodes (VK), having the following steps:

- an available first organization unit (OE<sub>1</sub>) which is locally closest to the communication subscriber (TlnA) is ascertained,
- a first communication channel (KK<sub>1</sub>) is set up between the first and a second organization unit (OE<sub>m</sub>) which contains the data to be transmitted in a memory (DS<sub>m</sub>)
- the data are transmitted from the second organization unit (OE<sub>m</sub>) to the first organization unit (OE<sub>1</sub>),
- a second communication channel (KK<sub>2</sub>) is set up between the first organization unit (OE<sub>1</sub>) and the communication subscriber (TlnA),
- the data are transmitted from the first organization unit (OE<sub>1</sub>) to the communication subscriber (TlnA).

**Figure**